COURSE NUMBER AND TITLE: BCIS 502 M70 - Business Information Systems

OFFICE HOURS: BlackBoard Email, Telephone and By Appointment

FACULTY’S NAME: Richard L. Oliver

TELEPHONE NUMBER: 646-2944

EMAIL ADDRESS: The Instructor in BlackBoard.

COURSE DESCRIPTION: Analysis of how an information system infrastructure supports core business processes, including a managerial view of capabilities, processes, technologies, participants and methodologies. While emphasis is placed on these core topics in the context of Enterprise Resource Planning (ERP) systems, additional readings and projects will be focused on general IT topics. Open to graduate students only.

OFFICE HOURS: This section of BCS502 is being delivered as a distance education course. That is, we will not meet face to face in the traditional lecture environment. My office hours are Monday and Wednesday afternoons from 3:00 pm until 4:00 pm and on Thursday evenings from 6:00 pm until 7:30 pm electronically. That is, we will be meeting via the web using Adobe Connect. The URL for these office hours is:

http://nmsu.adobeconnect.com/roliverofficehours/

I will be sending out invitations to those meetings. Additionally, I will be happy to make appointments as needed. However, many topics or problems are easily handled using email. For this, the primary means of contacting me is through BlackBoard email. I will be reading and answering BlackBoard email several times a day. Please only use BlackBoard email as I will check that much more frequently than my regular email account. If needed, we can also use the telephone to communicate.

COURSE CONDUCT: This course will use a variety of techniques to facilitate your educational experience:

1. We will gather electronically at the beginning of the course to introduce ourselves and the course particulars. Please refer to the schedule below to determine the date and time of this meeting.
2. I have prepared narrated presentations discussing the material from the primary textbook. These presentations will be available via Blackboard. They are not tiny, so please allow them time to download.
3. Please feel free to use the “Who’s Online” feature of Blackboard. If you see that I am logged in and you have a question or concern, please invite me to chat. If I do not respond, please do not be discouraged! I have simply stepped away from my computer for a (short) period of time.
4. The best way to contact me is through BlackBoard email. I will be reading and answering BlackBoard email several times a day.
5. You can use my office phone 575-646-2944. However, I do not check that every day, so there could be a bit of a lag. Please also use Blackboard email.

LEARNING OBJECTIVES:
This course is a core course in the Master of Business Administration (MBA) degree program. The primary program learning goals to which this course contributes are: 1) Students can solve problems using quantitative information, and 2) Students can think critically to solve problems.

LEARNING GOALS:
1. After completing Chapter 1, you should be able to do the following:
   • Define the functional organizational structure, and explain why this structure creates problems for modern businesses
   • Describe key business processes in an organization
   • Identify the main integration points between and among processes
   • Understand the cross-functional nature of processes and their relationship to organizational areas
   • Adopt and apply an integrated perspective to business processes
   • Describe GBI’s organizational structure
   • Explain how the SAP system promotes an integrated approach to business processes

2. After completing Chapter 2, you should be able to do the following:
   • Understand the evolution and key business benefits of enterprise systems
   • Understand the role of enterprise systems in supporting business processes
   • Understand the different categories of data in SAP ERP
   • Understand options for reporting

3. After completing Chapter 3, you should be able to do the following:
   • Explain the differences between financial accounting and management accounting
   • Describe the organizational data related to financial accounting
• Discuss and analyze the key types of master data involved with financial accounting
• Explain and apply basic accounting concepts
• Execute process in financial accounting
• Identify key integration points between financial accounting and other processes
• Prepare reports in financial accounting

4. After completing Chapter 4, you should be able to do the following:
   • Describe the major organizational levels associated with the procurement process.
   • Discuss the four basic categories of master data that are utilized during the procurement process.
   • Explain the key concepts associated with the procurement process.
   • Identify the key steps in the procurement process and the data, documents, and information associated with these steps.
   • Effectively use SAP ERP to execute the key steps in the procurement process.
   • Utilize SAP ERP to extract meaningful information about the procurement process.

5. After completing Chapter 5, you should be able to do the following:
   • Describe the organizational levels associated with the fulfillment process.
   • List and explain the master data associated with the fulfillment process.
   • Identify the key steps in the fulfillment process and the data, documents, and information associated with each step.
   • Discuss the role of the credit management process in fulfillment.
   • Effectively use SAP ERP to execute the key steps in the fulfillment process.
   • Explain how and why fulfillment is integrated with other processes.
   • Utilize SAP ERP to extract meaningful information about the fulfillment process.

6. After completing Chapter 6, you should be able to do the following:
   • Describe the master data associated with the production process.
   • Identify the key steps in the production process and the data, documents, and information associated with them.
   • Effectively use SAP ERP to execute the key steps in the production process.
   • Effectively use SAP ERP to extract meaningful information about the production process.
7. After completing Chapter 7, you should be able to do the following:
   • Discuss the four goods movements associated with inventory management.
   • Describe the organizational levels in warehouse management.
   • Analyze the master data associated with warehouse management.
   • Identify and explain the key steps in the warehouse management processes.
   • Demonstrate how inventory and warehouse management processes are integrated with other processes.
   • Effectively use SAP ERP to execute the key steps in the warehouse management process.
   • Extract and analyze meaningful information about the warehouse management process utilizing SAP ERP.

8. After completing Chapter 8, you should be able to do the following:
   • Explain the master data associated with the material planning process.
   • Analyze the key concepts associated with material planning.
   • Identify the basic steps in the material planning process and the data, documents, and information associated with them.
   • Effectively use SAP ERP to execute the basic steps in the material planning process.
   • Extract and evaluate meaningful information about the material planning process using the SAP ERP system.

9. After completing Chapter 9, you should be able to do the following:
   • Define process integration, and explain why this concept is fundamental to modern business operations.
   • Explain how the procurement, fulfillment, and IWM processes interact when a company fulfills a customer order for trading goods.
   • Identify and discuss the various integration points among the procurement, fulfillment, production, and warehouse management processes.
   • Analyze the financial and material impacts of the various steps in the integrated processes.
ASSURANCE OF LEARNING:

To assist you in meeting College expectations with respect to writing and presentation skills, an “Academic Survival Kit” with resources on writing and presentation skills is available on the College web page at http://business.nmsu.edu/students/survival-kit/.

TEXTBOOK:


HOW YOUR LEARNING WILL BE MEASURED: Your understanding and ability to explain terminology, advanced information systems concepts, behavioral and organizational issues, international, social and ethical issues will be measured in the examination, ERP projects and IT projects.

PERFORMANCE AREAS: The grades will be determined by combining scores in the following required activities: Discussions & Quizzes, Writing Projects, ERP Projects and the Examinations.

<table>
<thead>
<tr>
<th>Performance Activities</th>
<th>Case 1</th>
</tr>
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<tbody>
<tr>
<td>Discussions &amp; Quizzes</td>
<td>20%</td>
</tr>
<tr>
<td>Writing Projects</td>
<td>20%</td>
</tr>
<tr>
<td>ERP Projects</td>
<td>10%</td>
</tr>
<tr>
<td>Examinations</td>
<td>50%</td>
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<tr>
<td></td>
<td>100%</td>
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GRADE COMPUTATION: To compute your grade, add your score in each of the three performance areas. Then, divide that number by the total points available in that performance area.

\[
DPP = \frac{\text{Discussions & Quizzes Score}}{\text{Total Discussions & Quizzes Points}}
\]

\[
WP = \frac{\text{WritingScore}}{\text{TotalWriting Points}}
\]
Finally compute your weighted average by:

\[
\text{Weighted Average} = \text{DQP} \times 0.20 + \text{WP} \times 0.20 + \text{ERP} \times 0.10 + \text{ExamP} \times 0.50
\]

**LETTER ASSIGNMENT:** At the completion of the scoring for the semester, the numeric score will be converted to a letter grade using the following brackets. Please note that once all of the scoring is complete, these brackets may change to some degree. However, the lower bound will ONLY move down. That is \( \geq 90\% \) will be an A, but that lower bound may be lowered to 88.5% for example.

<table>
<thead>
<tr>
<th>Lower Bound, Upper Bound</th>
<th>Letter Grade</th>
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<tbody>
<tr>
<td>90, 100</td>
<td>A</td>
</tr>
<tr>
<td>80, 89.9</td>
<td>B</td>
</tr>
<tr>
<td>70, 79.9</td>
<td>C</td>
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<tr>
<td>60, 69.9</td>
<td>D</td>
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<tr>
<td>0, 59.9</td>
<td>F</td>
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**ACADEMIC INTEGRITY:** Academic integrity is the pursuit of scholarly activity free from fraud and deception and is an educational objective of this institution. Academic dishonesty includes, but is not limited to, cheating, plagiarizing, fabricating of information or citations, facilitating acts of academic dishonesty by others, having unauthorized possession of examinations, submitting work of another person or work previously used without informing the instructor, or tampering with the academic work of other students. You should refer to the Student Code of Conduct for detailed information regarding academic misconduct. (http://www.nmsu.edu/~vpsa/handbook.html)

**INCOMPLETE GRADES:** A grade of "I" (Incomplete) will be assigned only in circumstances in agreement with the current NMSU Undergraduate Catalog. Incomplete grades are to be given only if a student has passed the first half of the course and is unable to complete the course due to circumstances beyond the student's control. (If the circumstances develop during the first half of the course, the student has the opportunity to drop the class.) Examples of appropriate circumstances are documented illness, documented death or crisis in the student's immediate family and similar circumstances. The catalog states that job related circumstances are generally not appropriate grounds for assigning an "I" grade and that this grade is not to be used to avoid a D, F, or U grade.
S/U GRADES: If you are taking this course under the S/U option, you must earn a "C" or better for an undergraduate and "B" or better for a graduate student to receive a grade of "S."

TEACHING METHODS: Important materials for this course are available in the textbook, course handouts and on the Internet. The student is encouraged to read the assigned materials by the dates indicated on the syllabus. The chapter readings from the textbook will give an excellent overview of the modules and functions of an ERP. The ERP Projects include targeted readings and hands-on exercises with one of the major ERP software systems. The Summaries are designed to amplify the important topics in the information systems field. Twice during the semester, assessment will be done using written examinations. The format of this examination will be described in detail during the semester.

LATE/INCOMPLETE ASSIGNMENT POLICY: Writing and ERP projects can be submitted up to the late submission cutoff to be accepted with a reduction of the maximum possible points by 20%. Projects not submitted by that time will not be accepted.

MAKE-UP ASSIGNMENT POLICY: No makeup examinations, or projects are planned, but it is important to contact the instructor as soon as possible to discuss your situation should you have to miss work for health or family emergency reasons. If you are absent because you are on an official NMSU trip and you are unable to access BlackBoard, contact the instructor ahead of time or as soon as possible to determine makeup procedures. A University approved excuse will be required for an absence to be excused.

LIBRARY USAGE: Students will use the Internet frequently as an online library.

COMPUTER RESOURCES:
You will need access to the following computer resources:
- Connection to the University’s BlackBoard server. This can be through a home connection (dialup, DSL, cable modem, etc.) or through computers in the University’s computer labs. Go to http://learn.nmsu.edu to connect to the BlackBoard server. This page also has links that will test your browser for compatibility with BlackBoard.
- You will need to submit assignments in the format as specified in each project.

GLOBAL/INTERNATIONAL BUSINESS CONTENT: This course will address many of the technologies that are used to conduct international business. In particular, we will examine the foremost technologies used in international exchange of business information.

ETHICS CONTENT: As appropriate, we will consider ethical issues in the context of the course content. This is often fairly subtle in nature. Information is inherently valuable, and you may well be in professional positions to control access to this resource. I encourage you to consider these ethical
issues thoughtfully.

**Students with Disabilities** - If you have, or believe you have, a disability and would benefit from accommodations, you may wish to self-identify. You can do so by providing documentation to the Services for Students with Disabilities (SSD) Office located at Garcia Annex (Phone: Voice 646-6840, TTY 646-1918). If you are already registered with the SDD Office and need accommodations please provide your Accommodation Memo from the SSD within the first two weeks of class.

If you have a condition that may affect your ability to exit safely from the premises in an emergency or that may cause an emergency during class, you are encouraged to discuss this in confidence with the instructor and/or the Coordinator for SSD. Call 646-3333 with any questions about the Americans with Disabilities Act (ADA) and/or Section of the Rehabilitation Act of 1973. All medical information will be held in strict confidence.

**GRADE APPEALS:**
In the unlikely event that you wish to file a grievance with some administrative office or faculty member on campus, check the details of the process in the "General Information" section of the Undergraduate Catalog. Probably the most urgent thing to know about a grade appeal (besides the fact that there is an appeals process) is that you must initiate the process by submitting a written appeal to the faculty member within 30 days of the start of the term following the term in which the grievance occurred. It's not clear whether this includes summer terms, so, to be safe, submit within 30 days of the grievance.

**INTERN OPPORTUNITIES:**
Many students have found that interning under the cooperative education (CO-OP) program is a valuable activity that sets them apart from students without practical experience. Contact the Co-op office in Garcia Annex (646-4115), visit with Celina Talamantes in the Advising Center in Guthrie Hall, and frequently check the NMSU web page links to the placement and co-op offices. Also keep in mind that prime interviewing season for permanent positions is the fall. Whether you are graduating in December or May, register with Placement and interview diligently in your last fall semester.